

Docket No. 12-057-06

Salt lake City, Utah 84114

1. Name of Complainant McCleary Associates LLC

Address 6364 S. Highland Drive #9, Salt Lake City, Utah, 84121

Telephone No. 801-891-7028

2. The utility being complained against is: Questar

3. What did the utility do which you (the complainant) think is illegal, unjust, or improper? Include exact dates, times, location and persons involved as closely as you can. Kraig McCleary called Questar on 12/08/2011 concerning a Questar billing at the above mentioned address. At that time he talked to a Lisa at customer service. Lisa Said that she would sent a technician out to the property in question. On 12/13/2011 a Questar technician read the meter with a AMR and reported back that everything was ok. Kraig McCleary again contacted the other persons at Questar, a CS representative named Gloria, Trent Lewis and a supervisor named Joann. Each time when they examined the same time period in the last two years. All agreed that the reading this year was way out of line with past years gas usage, but they said they could do nothing about it. Kraig McCleary again requested the meter be checked for a problem. On 1/4/2012 another Questar Technician was sent out to the above mentioned property. He first read the meter with an AMR and then visually read the meter. At the time he visually read the meter he noted that he read the same number as the AMR, but he also noticed that a dial had stopped working. He put in a order for the meter to be fixed. Questar is stating that the transponder was broken. The transponder read the same as the technician. The transponder was not broken the dial that reads the gas flow was broken as verified by the technician. The whole gas meter and metering system was replaced on 1/23/2012.

4. Why do you (the Complainant) think these activities are illegal, unjust or improper? The statements made by Linda Kizerian in a letter to Kraig McCleary dated March 30, 2012, are not correct. The facts are the AMR was not broken, but was not reading a correct usage of the gas used at the above mentioned address. This was verified by a Questar technician on 1/4/2012, when the AMR and the technician visually read the same number( used to determine gas usage by Questar) then he records that the meter was not reading correct, a dial had stopped. From the time periods, Oct 2 - Nov, 2 2011, Nov. 2 - Dec 2 2011, and Dec2 - Jan 2, 2012, Jan 2- Jan 23, 2012 when the meter was replaced, the gas usage, at the above address, were 5 to 12 times higher, than the same period of time the last two years. The meter was determined to be broken by a Questar technician on 1/4/2012. On 1/23/2012 the meter and ever thing was replaced. McCleary Associates LLC believes, by reviewing Questar's gas usage, at 6364 S. Highland Drive, Salt Lake City, Utah the past two years, that the meter was not recording the corrects gas usage from the billing period of Oct. 2 2011 until the meter was replaced on 1/23/2012.

5. What relief does the Complainant request? McCleary Associates LLC requests that Questar average the last two years, at the same billing cycle as mentioned above, and bill McCleary Associates LLC at that averaged usage.

6. Signature of Complainant

Date

*Kraig McCleary - McCleary Associates LLC*  
*April 10, 2012*